

CNSS Ticket Escalation Procedures

10/06/2009

Version 1.6

Overview

When the CNSS Help Desk receives an incident that must be escalated to Tier 3, Helpdesk agents must take the correct steps to properly triage the issue, use the current ticketing system correctly, and ensure CGI (or current Technical staff) has all the information necessary to fully triage and resolve the issue.

1. Escalating to Tier 3

Once you have fully triaged an issue utilizing the current Tier 2 staff and have determined the incident is a Tier 3 escalation, the following steps will need to be taken in order to ensure proper service for the customer and accurate reporting to the EPA.

- 1) Create a ticket in the current ticketing system, thoroughly documenting the incident.
 - 2) Before escalating the ticket, make sure you have performed the following:
 - a) Obtain all of the user's contact information and enter it into the appropriate fields.
 - i) Name
 - ii) Phone number
 - iii) Email address
 - iv) What the user was doing at the time of the error (if applicable)
 - v) CDX User ID
 - vi) CDX Environment (test, development, or production)
 - vii) Approximate time and date the issue occurred
 - b) Ensure the flow information is accurate
 - c) Ensure the incident has been fully triaged. All information obtained from the user must be fully documented in the ticket.
 - d) Attach any necessary screen captures
 - 3) The incident has been fully triaged and ready to escalate
 - a) Ensure you have informative information within the ticket and in the subject line
- Save the ticket in the proper queue and status.
- b) Change the Status to: Escalation and Status: CDX Awaiting Escalation, click Save
 - c) Email the Helpdesk Manager and the Helpdesk Lead indicating there is a ticket in need of escalation. Include the ticket number in your email.

- d) The appropriate CNSS Helpdesk Personnel (Manager or Lead agent) will escalate the ticket by locating the ticket in the ticketing system and changing the appropriate entity (CDX/SCS/FOIA) and the Status to: Escalated
 - e) These actions will generate an email sent to the JIRA system for triage by CGI.
 - 4) CGI will acknowledge the escalation via return email to the CNSS current ticketing system. This process can take up to 15 minutes from the time the ticket was escalated. The appropriate CDX personnel will check to ensure the ticket did complete the escalation process.
 - 5) The JIRA ticketing system will automatically respond by email.
 - 6) If you need to send an attached file, just attach it to the ticket.
 - 7) If there is a need to send the attachment outside of the ticketing system, the following email account will be used for CDX escalations: EPA-CDX@cgifederal.com. The CDX HD Manager or Lead will email the appropriate personnel for all CDX, FOIA or SCS.
 - a) Ensure the CNSS ticket number is in the subject line of the email.
- IMPORTANT: JIRA only accepts .zip, .jpg, and .txt file formats. If you receive a file that is in a different format that you need to send to JIRA, make sure to zip the file and send it as a .zip attachment.
- 8) CGI will follow its triage and resolution process.
 - 9) CGI will update CNSS on ticket status and progress toward resolution. If CNSS receives customer requests for more frequent updates, or if CNSS deems additional communication necessary to providing excellent communication to the customer, CNSS may request status updates or further communication meetings with the appropriate EPA program offices/representative and/or CGI regarding the escalated tickets.
 - 10) To request a status update on a Tier 3 escalated ticket: Email the CNSS HD Manager and HD Lead
 - 11) Check assigned tickets multiple times throughout the day for updates or information on the ticket, including information regarding system outages or other issues which may affect multiple users.
 - 12) CNSS Management will update SharePoint with any information which may be affecting multiple users. This information will be depicted on the Announcements section of the SharePoint site. All staff will be notified by email as well.
 - 13) If the issue is a critical incident which will affect customers' ability to register or submit reports, CNSS will be invited to a meeting with EPA and/or CGI to determine how best to communicate the incident to the user community.
 - 14) If the issue will require an undetermined amount of time to resolve by CGI or the EPA, The CNSS Helpdesk management will collect information from the EPA to provide to the user community. The CNSS Helpdesk staff will receive an email from CNSS Management with the appropriate communication method and information to the user community.
 - 15) Once the incident is resolved, communicate the resolution to the affected user(s) based on the information from the meeting or the resolution information contained in the resolved ticket received from CGI. For issues affecting multiple users, the staff will receive an email from CNSS management regarding any communication to share with the user.
 - 16) After the resolution has been communicated, close the ticket.

Date/Version	Changes Made	Author
9/28/2009 version 1.0	Initial Draft	Laura Evans
9/29/2009 version 1.1	Tweaks based on feedback	Laura Evans
10/06/2009 version 1.2	Included list of info to collect	Laura Evans
6/14/2010 version 1.3	included attachment information	Rhonda Martinez
10/4/2013 Version 1.4	Updated to reflect current ticketing system, escalation process and ITX references. Removed information regarding escalating to the Reporting center as all Tier 3 escalations will go through the same escalation process	Rhonda Martinez
9/21/2017 version 1.5	Updated to reflect the current ticketing system	Rhonda Martinez
4/1/2018 version 1.6	Updated to reflect CNSS (Cherokee Nation System Solutions)	Rhonda Martinez